

BRITISH ACCREDITATION COUNCIL INSPECTION REPORT

INTERIM INSPECTION (Short Course Provider)

PROVIDER: Hamlets Training Centre

ADDRESS: Unit F5
Montefiore Centre
Hanbury Street
London
E1 5HZ

HEAD OF PROVIDER: Mr Jamal Ahmed

ACCREDITATION STATUS: Accredited

DATE OF INSPECTION: 4 December 2018

ACCREDITATION COMMITTEE DECISION AND DATE: Continued accreditation 28 March 2019

PART A – INTRODUCTION

1. Background to the provider

Hamlets Training Centre (HTC/the Provider) was established in 2011. It provides a range of short accredited courses, which are primarily aimed at those in the local Bengali community, who are seeking to improve their language and work skills.

Subject areas include English language, food safety and qualifications to enable the holding of a personal licence to sell alcohol.

It is a private limited company and the sole shareholder is also the Director of the company. The Director is supported by a part-time Assistant Centre Manager and a receptionist, who also provides administrative support.

HTC aims to provide all trainees, who are enrolled on a programme, with greater employment opportunities by providing quality training, at affordable prices, to give them the right skills required in the workplace.

HTC is based in premises within the Montefiore Centre, which is a former school building, in East London. HTC occupies the first floor in the listed building.

HTC works with two awarding bodies. These are the Chartered Institute of Environmental Health (CIEH) and the British Safety Council (BSC). They have worked with CIEH since 2015 and BSC since 2016.

2. Brief description of the current provision

HTC offers a variety of accredited short courses. The main courses include preparation for the Secure English Language Tests (SELTs) for immigration purposes, for example, for leave to remain and for obtaining visas. These are offered at Levels A1, A2 and B1 on the Common European Framework of Reference for Languages (CEFR). They include speaking and listening skills and lead to Trinity College London's Graded Examinations in Spoken English (GESE). A further English language course offered is the Integrated Skills in English (ISE) SELT preparation course and examination for private hire drivers. This is required by Transport for London (TFL) for private hire drivers to renew their licence.

In addition, HTC offers a preparation course for the Life in the United Kingdom (UK) test, which is a requirement for anyone wishing to apply for indefinite leave to remain in the UK or for citizenship.

HTC offers programmes leading to recognised qualifications in food safety. These are designed for those employed in the catering sector and for those owning or managing a small catering business. A further programme enables individuals to apply for a personal licence to sell or authorise the sale of alcohol. All the programmes lead to qualifications recognised awarding bodies such as Highfield Awarding Body for Compliance (HABC) and the Chartered Institute Environmental Health (CIEH).

HTC is an accredited examination centre for Trinity College London.

Courses are generally part-time with delegates attending for two to three days a week. HTC also delivers courses off-site for individual companies.

At the time of the inspection, nine delegates were enrolled. Four delegates were on an English Language course at Level B1, for UK citizenship, four delegates were on the Food Safety in Catering course and one delegate was doing the personal licence to sell alcohol. The vast majority of delegates were male and came from Bangladesh.

There are set start times for the courses. Prospective delegates are given an initial speaking assessment, through oral questioning. Other entry requirements follow the awarding bodies' guidelines.

3. Inspection process

The inspection was carried out by one inspector over one day. Meetings took place with the Director and the Administrator who also works as a receptionist. A tour of the premises was carried out. Various documentation was scrutinised by means of hard copy and the website. The availability of the information provided to the inspector was good and the Provider co-operated well with the inspector throughout the inspection.

4. Inspection History

Inspection Type	Date
Full Accreditation	14-15 November 2012
Interim	12 November 2013
Spot Check	19 November 2014
Re-accreditation	7-8 November 2016

PART B – JUDGMENTS AND EVIDENCE

The following judgments and comments are based upon evidence seen by the inspector during the inspection and from documentation provided by the institution.

1. Significant changes since the last inspection

There have been no significant changes since the last inspection.

2. Response to actions points in last report

2.3 The Provider must fully document its administrative procedures and systems so that these are clear and appropriate additional cover can be arranged if required.

The Provider has updated the policies covering staff responsibilities which include the administrative support available. As a result, there are clear procedures in the event that additional cover needs to be arranged.

3. Response to recommended areas for improvement in last report

Copies of qualification certificates should be marked to show that the originals have been seen.

Copies of staff qualification certificates are now marked, dated and signed by the Director to show that the originals have been seen.

The Provider should develop a checklist to ensure that all checks, prior to employment, have been systematically carried out.

The Provider has a checklist to ensure that all checks on staff are systematically carried out prior to employment.

The Provider should consider developing a formal initial assessment policy and ensure it is systematically implemented.

The initial assessment policy has been formalised with detail on literacy and numeracy testing for systematic implementation. It is clearly outlined in the pre-enrolment policy and procedure.

The registers could include specific records of late arrival, in order to ensure that appropriate action is taken in the case of regular late arrival.

Class registers now include a record of late delegate arrival in order for management to take appropriate action.

It would be useful to consider including the outcomes of participants' feedback as a standing item on team agendas, to ensure it is systematically discussed and that any resulting actions taken are recorded.

Minutes of meetings were seen where participants' feedback is discussed as a standing item in order to address resulting actions.

The Provider should consider developing a quality policy, which sets out all the methods used to manage the quality of the provision, to show how they complement each other in a continuous quality cycle.

The quality policy is currently being reviewed by the Director in order to provide an effective and thorough system that assesses the Provider's own quality standards and performance. This will be reflected in an annual self-assessment report scheduled for the future. This is currently being developed.

There should be a schedule of lesson observations, to ensure they take place with appropriate regularity.

Lesson observations have been conducted by the Director. The observation schedule is comprehensive and is reflective of good practice to enhance teaching and learning. There is a schedule in place to conduct regular future observations.

Staff should be formally trained so that they are aware of the issues connected with radicalisation and extremism.

The Director and the Administrator have undergone formal training to enhance their awareness of issues connected with radicalisation and extremism in line with current legislation. There is an updated policy in place for all teaching staff to be aware of the issues connected with radicalisation and extremism which is current and appropriate.

4. Compliance with BAC accreditation requirements

4.1 Management, Staffing and Administration (spot check)

The standards are judged to be: Met Partially Met Not Met

Comments

The Director is very knowledgeable about the local community and understands the needs of the Bengali participants very well. Both he and the Administrator speak Bengali and are able to communicate effectively with the delegates regarding pre-course assessments and paperwork.

4.2 Teaching, Learning and Assessment (spot check)

The standards are judged to be: Met Partially Met Not Met

Comments

There were no classes during the interim inspection. However, all paperwork relating to teaching learning and assessment was appropriate and in line with awarding body requirements. The paperwork included course manuals, testing sheets, class schedules, teaching times and assessment paperwork in line with the awarding body framework.

4.3 Participant Welfare (spot check)

The standards are judged to be: Met Partially Met Not Met

Comments

There were no participants during the interim visit. Paperwork scrutinised regarding welfare and pastoral support was up-to-date and relevant. This included discussions by the staff held with the delegates, discussions regarding their coursework and the additional learning support offered by the tutors which was documented.

4.4 Premises and Facilities (spot check)

The standards are judged to be: Met Partially Met Not Met

Comments

The premises are suitable and the classrooms are adequate for the effective delivery of the courses.

The premises consist of a reception area, a classroom, a computer room and the Director's office. Appropriate toilet facilities, including for those with mobility impairment, are shared with other tenants. Additional classroom space can be rented in the building if required.

4.5 Compliance Declaration

Declaration of compliance has been signed and dated.

Yes No

PART C – SUMMARY OF STRENGTHS AND ACTION POINTS

STRENGTHS

Knowledgeable staff who understand the needs of the participants well.

ACTIONS REQUIRED

None

High

Medium

Low

RECOMMENDED AREAS FOR IMPROVEMENT *(to be reviewed at the next inspection)*

The Provider should complete the quality policy so that it sets out all the methods used to manage the quality of the provision.

COMPLIANCE WITH STATUTORY REQUIREMENTS - FURTHER COMMENTS, IF APPLICABLE